

**Minutes of the Press Distribution Review Panel Held on Wednesday 29<sup>th</sup> September 2021.  
Via conference call**

Present:	Steve Cripwell	Chair
	Anya Ahmad	Smiths News
	Ayk Tahir	NMA
	Brian Murphy	Retail Representative
	Graham Read	Independent Retailer
	Michael Williams	Smiths News
	Paresh Vyas	Independent Retailer

<b>Item</b>	
<b>1.0</b>	<b>Apologies for absence</b>
	Fiona Campbell & Gillian Scott (Menzies Distribution) Trevor Hudson (PPA).
<b>2.0</b>	<b>Minutes of previous meeting 28<sup>th</sup> July 2021 and matters arising</b>
	The previous minutes were agreed.
<b>3.0</b>	<b>Update on actions from previous minutes</b>
<b>3.1</b>	The revised restitution amounts were not formally communicated by PPA.
<b>3.2</b>	Stage 2 (ex 3) questionnaire will be reviewed post Q3 with an alternative (free) to Survey Monkey (Google Forms?) is suggested. <b>Action: SC to continue to progress with PDF and Linda Windsor</b>
<b>3.3</b>	Incorporating the complaints process into wholesaler systems. <b>Action: MD/SN to continue to update as relevant</b>
<b>4.0</b>	<b>Review of pre-Stage One reports</b>
	SC will where possible consolidate / align categories in future reports. <b>Actions: SC to consolidate reports into future reporting.</b>
<b>5.0</b>	<b>Charter Review (and website)</b>
<b>5.1</b>	<ul style="list-style-type: none"> <li>The increase in complaints July – Sept was again noted as a positive response to the Charter relaunch and revised process.</li> <li>Wholesaler contacts and address will not be included on the website online as the information is readily available.</li> </ul>
<b>6.0</b>	<b>PDRP priorities</b>
<b>6.1</b>	The PDRP will continue to monitor the complaints process and adherence to The Charter. Additional performance reporting based on pre stage 1 complaints will help focus activity.
<b>7.0</b>	<b>Newspaper Vouchers – rejections post cut off</b>
	As each publisher has a different approach and given commercial sensitivities the PDRP will closely monitor voucher processing complaint volumes. <b>Action: PDRP to closely monitor voucher processing complaints</b>
<b>8.0</b>	<b>Current supply chain issues</b>
	There was a sensible discussion on the challenge that the current driver shortages are having on newstrade supplies. AT commented that publishers were focused on adhering

	to editorial deadlines to minimise further pressure to delivery deadlines. The driver shortage is of concern for all parties and the PDRP will monitor resulting complaints.
<b>9.0</b>	<b>Improved positive communication</b>
	The group discussed opportunities for more positive PR around key themes / trends, using the increased in complaints since the introduction of the new charter as a start point. <b>Action: SC to consider PR messages</b>
<b>9.0</b>	<b>Any Other Business</b>
<b>9.1</b>	It was suggested that we should hold one meeting PA face to face in London with consideration that those with long travel times could coordinate other meetings. <b>Action: SC to diarise a face-to-face meeting 1 x pa.</b>
<b>8.2</b>	The next meeting is scheduled for 24 <sup>th</sup> November at 1.00 pm